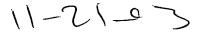
ALL REFERENCES CONSIDERED EXCEPT WHERE LINED THROUGH. /RJ/ (06/05/2008)





PATENT 030132

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Apostolides, John K.

SERVICE OPERATION DATA PROCESSING

USING CHECKLIST FUNCTIONALITY

Serial No.: 10/666,463 IN ASSOCIATION WITH INSPECTED ITEMS

Filing Date: September 19, 2003:

INFORMATION DISCLOSURE STATEMENT

November 20, 2003

Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

Dear Commissioner:

Applicant, in accordance with the duty of disclosure pursuant to 37 C.F.R. § 1.56, hereby advises the United States Patent and Trademark Office of the references listed on the accompanying form PTO/SB/08A Information Disclosure Statement by Applicant (Substitute for Form-1449A/PTO). Copies of the references cited therein are enclosed.

Applicant notes that although the cited references may be relevant to the examination of the above-referenced application, under 37 C.F.R. § 1.97(h), the filing of this

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I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to the Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450.

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that the information cited in the statement is, or is considered to be, material to patentability as defined in § 1.56(b)."

Respectfully submitted,

Michael D. Lazzara

Reg. No. 41,142

Attorney for Applicant

KIRKPATRICK & LOCKHART LLP Henry W. Oliver Building 535 Smithfield Street Pittsburgh, Pennsylvania 15222-2312

Telephone: (412) 355-8994 Facsimile: (412) 355-6501 E-mail: mlazzara@kl.com PTO/SB/08A (10-01) Approved for use through 10/31/2002. OMB 0651-0031

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U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No.1	Document Number Number - Kind Code ² (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevan Figures Appear
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FOREIGN PATENT DOCUMENTS							
Examiner Initials*	Cite No. ¹	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T ⁶	
		Country Code ³ -Number ⁴ -Kind Code ⁵ (if known)					
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Examiner	/Romain Jeanty/	Date	6/5/2008
Signature		Considered	

^{*}EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

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PI-1067197 v1 0204430-0019

¹ Applicant's unique citation designation number (optional). ² See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Applicant is to place a check mark here if English language Translation is attached.

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NON PATENT LITERATURE DOCUMENTS					
Examiner Cite No.1		Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published			
		Mobile Field Service Application: Reducing the Cost of Field Service in the Office Automation Industry, <i>Technologies for Comfort</i> , SmTAG WHITE PAPER, June 2002 (8 pages).			
 					

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